

Privacy Notice – Anima

Summary:

We use Anima as tool for answering patient queries, whether clinical or administrative. Patients enter their concern- a medical symptom, for example, or a request for paperwork from the admin team- and an appropriate clinician or administrator responds either via the platform, or via email, SMS or telephone call. Clinical response options include signposting to an appropriate professional for self-referral, a prescription to a local pharmacy, self-care advice, a self-book link for the patient to book a clinical appointment with a practice clinician, or a referral for a test or specialist opinion.

Anima takes data entered by the patient and combines this with medical information from the patient's own record (on our industry-standard EMIS software) to present a case for review to the triaging clinician.

Patients with a healthcare concern or who need to contact our practice for any medical reason, are asked to click on the Anima option and follow the instructions. There they fill out the online form, which asks multiple-choice questions, similar to those a clinician would ask during an appointment. Anima requests are then reviewed and processed deciding on the right care needs for the patient.

The technology will use patient submitted information to generate some possible treatment options; it will also generate a Red-Amber-Green rating and a summary of the case for triage. However, every case will be viewed by an appropriately qualified clinical member of staff before being actioned

For further information about how Anima use data, their Privacy Notice can be found here: <https://www.animahealth.com/privacy-policy>

1) Controller contact details	Cator Medical Centre and Elm House Surgery, Beckenham Beacon 379 Croydon Road Beckenham, Kent BR3 3FD Tel: 0208 915 3100
2) Data Protection Officer contact details	Danielle Gibbons GP Data Protection Officer gpdpo@selondonics.nhs.uk
3) Purpose of the processing	To provide our patients with an online consultation and triaging system.

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<p>4) Lawful basis for processing</p>	<p>The processing of personal data in the delivery of direct care and for providers’ administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:</p> <p><i>Article 6(1)(e) ‘...The processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.</i></p> <p><i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p> <p>We will also recognise your rights established under UK case law collectively known as the “Common Law Duty of Confidentiality”</p>
<p>5) Recipient or categories of recipients of the shared data</p>	<p>The data will be shared with Anima as part of this service when you input your information into the system for triaging.</p>
<p>6) Rights to object</p>	<p>You have the right to object to some or all the information being processed under Article 21. Please contact the Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance</p>
<p>7) Right to access and correct</p>	<p>You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.</p>
<p>8) Retention period</p>	<p>The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.</p>
<p>9) Right to Complain.</p>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/make-a-complaint/data-protection-complaints/</p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).</p>